

Mithu Sardar



IT OPERATIONS MANAGEMENT, PROJECT MANAGEMENT, TECHNOLOGY PLANNING, INTEGRATION
IT INFRA MANAGEMENT, CHANGE MANAGEMENT, RISK ASSESMENTS, VENDOR MANAGEMENT

VITALS

Cell: +91 7003842577

Email: mithusardar21@yahoo.com

Present Address: Kolkata (INDIA)

Date of Birth: 25/04/1988

EDUCATION

Bachelor of Computer Application,
University of Baroda (2007-2010)

CERTIFICATIONS

- MCSA (Microsoft Certified System Administrator)
- CCNA 2.0 (Cisco Certified Network Associates)
- MCP (Microsoft Certified Professional) in MS Exchange Server
- M.C.S.E (Microsoft Certified System Engineer)
- NEC (Network Engineering Course)
- A+ Computer Hardware
- N+Networking

PERSONALCOMPETENCIES

- **ANALYTICAL SKILLS:** - Excellent ability to analyse complexities.
- **LEADERSHIP:** - Extensive experience of leading teams.
- **INQUISITIVE:** - Creativity with a quest to change complex conditions.
- **INNOVATIVE:** - Extensive experience of analysis of case studies and give unique solutions.
- **ADAPTABILITY:** - Remarkably adaptable to work places and in networking with people.

PROFILE

Responsible for overall technology vision. Provide executive leadership as head of IT. Responsible for all aspects of strategic IT planning and implementation as an integral component of business plan. Transformed IT into a strategic business partner.

CAREER OBJECTIVE

Seeking an opportunity to implement my innovative approach and skills for organizational development in your Esteemed organization.

WORK EXPERIENCE

Burasari Group & Hotels Bangkok
IT Manager

(April 2017 TO March 2021)

- Managed Communication with the Client and continuous implementation on change management, knowledge management, integration and interface management, stakeholder management.
- Projected for the (month, Quarter, half year, annual) and report generation according to the requirements of IT Infrastructure.
- Planned and prepared Look ahead program (LAP) for the specific period of time for strategy development and operations management.
- Optimizing and managing the technology network in a manner it delivers high efficiency with sufficient resilience and yet managing costs effectively
- Identifying needs and ensuring ideal solutions are provided in a timely manner to help our clients to increase their operational efficiency
- Develop and maintain overall framework of IT policies, standards and strategies that will empower business and people to deliver on their commitments to the strategy and budgets

Managing all the properties under Burasari Group

-Shanghai Mansion (Bangkok)

-Burasari Corporate Office (Bangkok)

-W22 Hotel By Burasari Bangkok (Pre-Opening)

-Burasari Heritage (Luang Prabang, Laos)

-Chang Inn (Luang Prabang, Laos)

Sunset Villa (Luang Prabang, Laos)

-Island Escape By Burasari Phuket (Pre-Opening)

IT OPERATION'S & PROJECT MANAGEMENT

Mithu Sardar

- IT OPERATION'S & PROJECT MANAGEMENT
 - Successfully opened Hotel W22 in 2018
- Successfully opened Hotel Island Escape By Burasari in 2020
- Preparing and Controlling IT operational and capital budgets
- Migrated office email from Gmail to Office 365 Cloud Email
- People Management, train, motivate, lead multi-cultural teams
- Systems Analysis / Designing / Integrate Solution Development of any scale
- Network Infrastructure Designing & Maintenance

MAJOR ACHIEVEMENTS

- Deployed leading edge multiple award winning technologies into both properties.
- Developed good understanding of business objectives and defined appropriate solutions
- Implemented high end converged networks (data, voice, video) supporting PMS, POS, IP- PBX, Wi-Fi, Lock systems and more.
- Improving service, productivity and system availability with a robust, flexible and future proof infrastructure.
- Implementation of Yield Management System to generate more revenue.
- Prepared full IT risk assessment reports, including business continuity, business process mapping, desktop policies, IT controls and governance structure reviews

Technical Skills

Property Management System
Accounting Software, HR
Payroll Systems, IP Phone,
3rd Line Business Application support,
Demonstrable VMware skills,
Understanding of Cloud Computing

- Amazon AWS Experience

Network Security and Architecture
Experience

- **IT OPERATION’S & PROJECT MANAGEMENT**
Provide management and guidance for IT support of desk-based computer hardware and software, diagnosing and solving issues and escalating to 3rd Line where appropriate for internal/external users
- Provide 2nd line of application support across all business systems, diagnosing and solving basic application issues and routing/escalating where appropriate
- Work with and develop 2nd line support staff regarding Network analyst, assisting with network, VMware, data communication links and other infrastructure services as required
- User admin including Active Directory admin, Firewall, Unifi Controller, Mikrotik Router password resets, network drive mapping any other tasks as required

- Comprehensive report of Voice and Data Systems, which shows the weaker areas.
- Negotiating with vendors for unfinished jobs.
- Proper documentation of Voice and Data Systems.
- Re-designing and Re-Structuring of entire Voice and Data Systems.
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MAJOR ACHIEVEMENTS

- Redesigning and Re-structuring of entire Data Center.
- In Room Internet System.
- Installation of Call Billing System.
- Preparation of Corporate IT policies and procedures

Technical Skills

Microsoft Windows
 Active Directory and similar tools
 PC and Printer Hardware
 Microsoft Office
 Outlook
 Networking Protocols/technologies •

IT Specialist

- Provide first level support to end users.
- Escalate complex support request to relevant IT staff.
- Understand support problems, analyze problem data and determine appropriate solutions.
- Plan and complete daily assigned task within deadline.
- Report system downtime to Manager.
- Install, configure and maintain software and hardware system.